

**Description:**

The Utilities Division is responsible for the technical analysis of all utility matters before the commission. It recommends actions and policies that ensure the citizens of Idaho have access to high quality telecommunications, electric, gas and water at rates, terms and conditions of service that are fair and reasonable.

**Major Functions and Targeted Performance Standard(s) for Each Function:**

1. To advocate and recommend just, reasonable and sufficient rates and charges based on careful consideration of utility costs and customer classifications.

- A. Twenty-five percent of all regulated utilities will be audited each year.

Actual Results			
1996	1997	1998	1999
29.2%	38.6%	41.8%	37.7%
Projected Results			
2000	2001	2002	2003
25.0%	25.0%	25.0%	25.0%

- B. All (100%) audit reports will be issued within 60 days of audit completion.

Actual Results			
1996	1997	1998	1999
100%	92%	95%	95%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

2. Where appropriate, manage the beneficial transition from monopoly to competitive service provision and concurrent relaxation of regulation.

- A. Review 100% of all rates and conditions for competitive services within 10 days of receipt.

Actual Results			
1996	1997	1998	1999
100%	93%	76%	83%
Projected Results			
2000	2001	2002	2003
95%	95%	95%	95%

- B. Participate actively in 98% of all cases and forums to discuss and determine competition's existence and the major issues and barriers to true competition in the utilities industries.

Actual Results			
1996	1997	1998	1999
100%	93%	81%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

## Public Utilities Commission

### Utilities Regulation

3. Promulgate and administer rules and regulations governing the fair, reasonable, safe, and reliable provision of utility services.

A. Maintain the number of average days to resolve complaints at five.

Actual Results			
1996	1997	1998	1999
4.2	4.1	5.0	5.0
Projected Results			
2000	2001	2002	2003
5.0	5.0	5.0	

B. The initial response to all calls will be made within 24 hours 90% of the time.

Actual Results			
1996	1997	1998	1999
90%	90%	90%	90%
Projected Results			
2000	2001	2002	2003
90%	90%	90%	

4. Create an environment where utility customers receive high quality service and benefits from affordable, innovative technologies.

A. Has utility quality of service improved? (Objectives 4.A and B were included because it is important; however, it is not one that can be routinely measured. It is highly subjective and will not necessarily be achieved in increments. Arguably, reports could be prepared each year to describe current attainment of this objective, but the cost of data collection and analysis exceed the benefit derived.)

Actual Results			
1996	1997	1998	1999
na	na	na	na
Projected Results			
2000	2001	2002	2003
na	na	na	na

B. Has technology improved and is it fairly priced and widely available? (Note comment under 4 A.)

Actual Results			
1996	1997	1998	1999
na	na	na	na
Projected Results			
2000	2001	2002	2003
na	na	na	na

5. Make access to utility services widely available to citizens of Idaho.

A. Increase in number of residential electric customers. (\* No objective forecast is available.)

Actual Results			
1996	1997	1998	1999
3.2%	3.1%	2.7%	2.7%
Projected Results			
2000	2001	2002	2003
*	*	*	*

- B. Increase in number of residential telecommunications customers. (\*No objective forecast is available.)

Actual Results			
1996	1997	1998	1999
7.7%	3.3%	1.6%	1.6%
Projected Results			
2000	2001	2002	2003
*	*	*	*

**Program Results and Effect:**

The ultimate result and effect of utility regulation is to find a balance between the often incompatible goals of utilities, their customers, and other stakeholders. The Utilities Division 1) represents the almost always conflicting interests of utility customer groups, 2) advocates policy and action that keep utilities financially healthy and holds them accountable for their own actions, and 3) resolves disputes between utilities and individual customers. While the Commission pursues its overall objectives, it does not have control over its agenda, but must respond to external events. Examples of recent external events are the federal Telecommunications Act of 1996 and the current national debate on restructuring the electric industry. In the case of these examples the ultimate result of this program may be to provide a smooth transition from traditionally-regulated to a competitive environment without major gains being achieved for some stakeholders at the expense of others.

Note: Beginning FY 2001 all programs of the PUC will be consolidated into utilities program. All of the PUC's strategic goals and objectives are currently being evaluated.

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